

# DCS Deskside Support Customer Satisfaction Report

For the Period 4/1/2005 to 6/30/2005

Survey Responses for Tickets Closed by DCS Deskside Support.

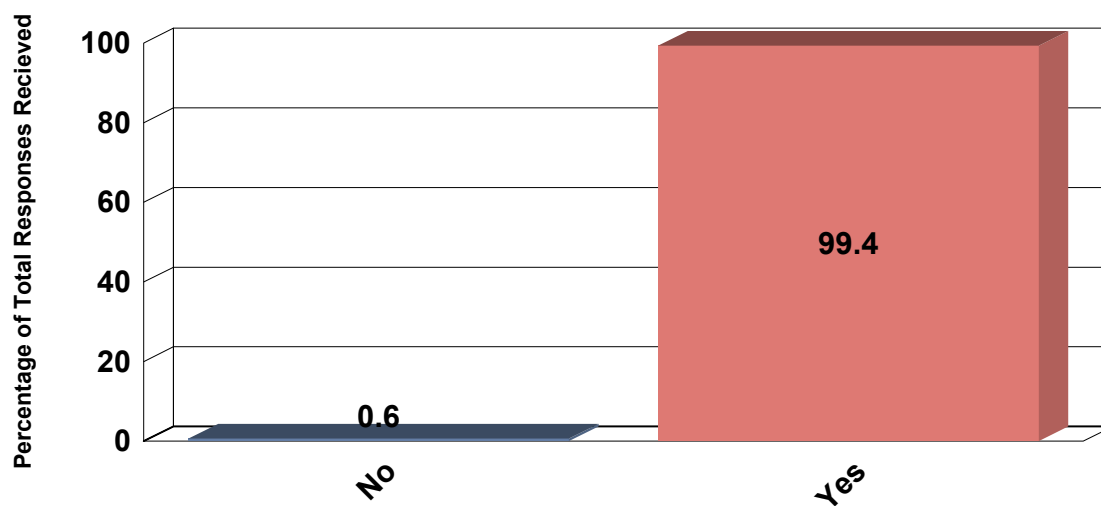
Snapshot Date: 7/5/2005

Number of Surveys Sent During Period: 1,407

Number of Surveys Returned: 154

Rate of Return: 10.90 %

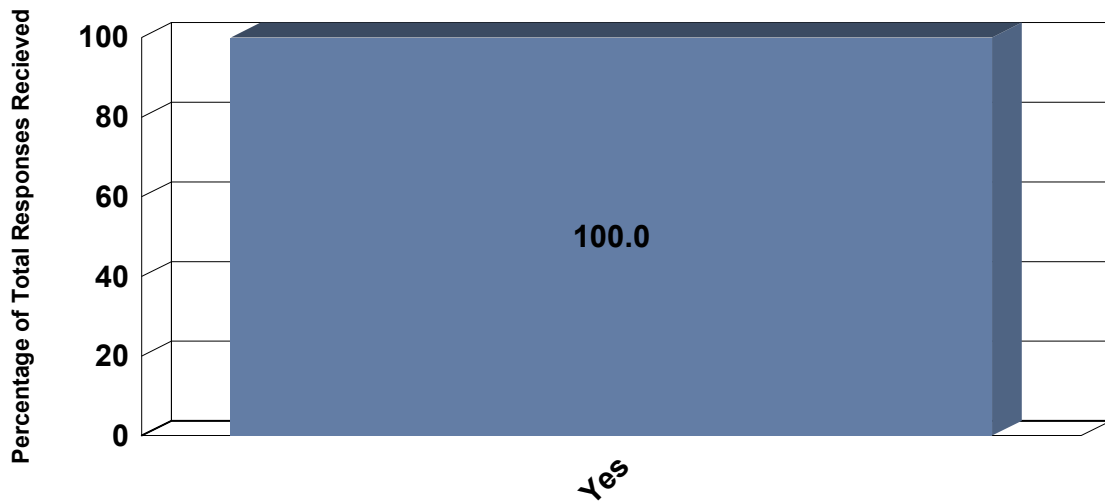
## Were the Consultant(s) Courteous?



Service Ticket Number

Explanation of Why Consultant(s) Were Not Courteous

## Did the Consultant(s) Understand the Problem/Request?

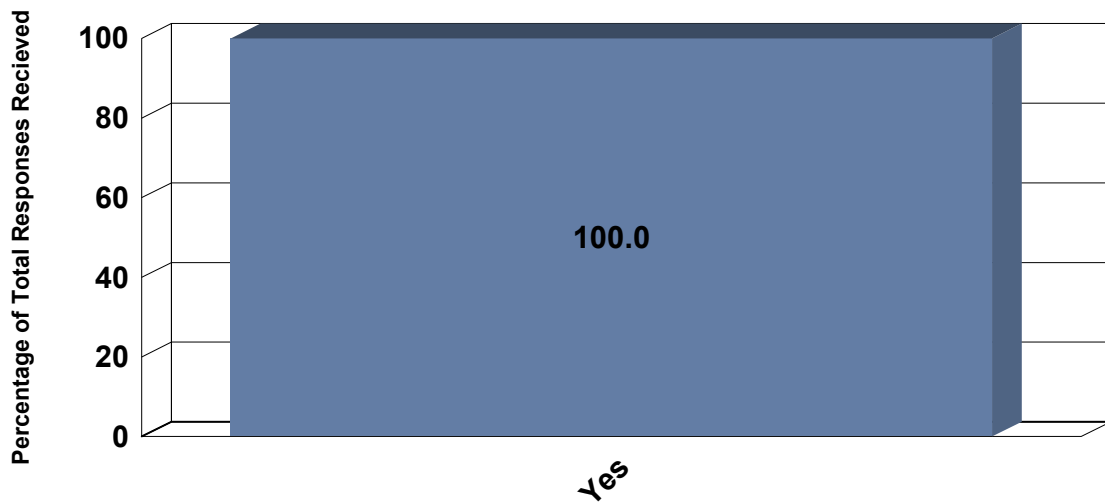


Service Ticket Number

Explanation of Why Consultant Did Not Understand the Problem/Request

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## Was the Problem/Request Resolved in a Timely Manner?



Service Ticket Number

Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?

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**Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?**

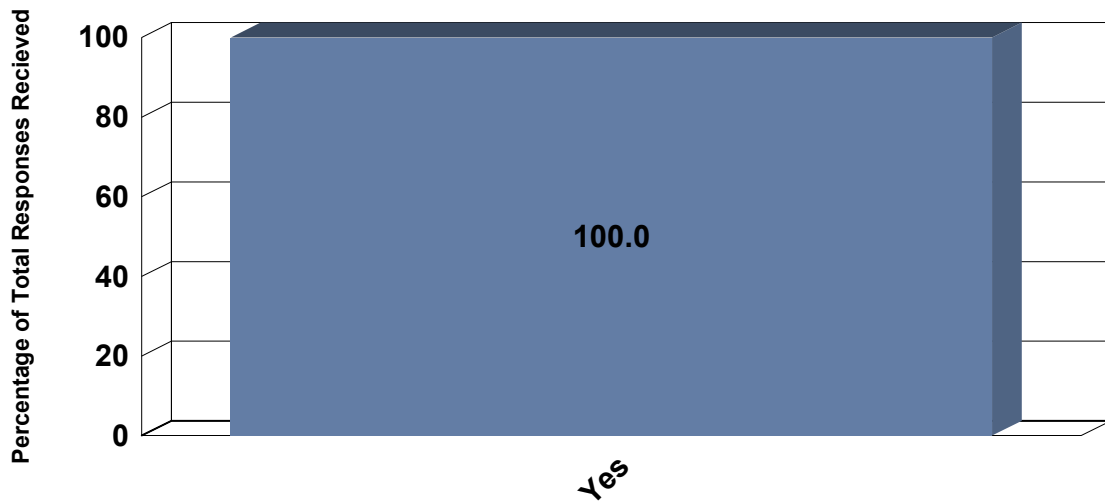


Service Ticket Number

Which Consultant(s) Was Not Effective?

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## Was the Problem/Request Resolved to Your Satisfaction?

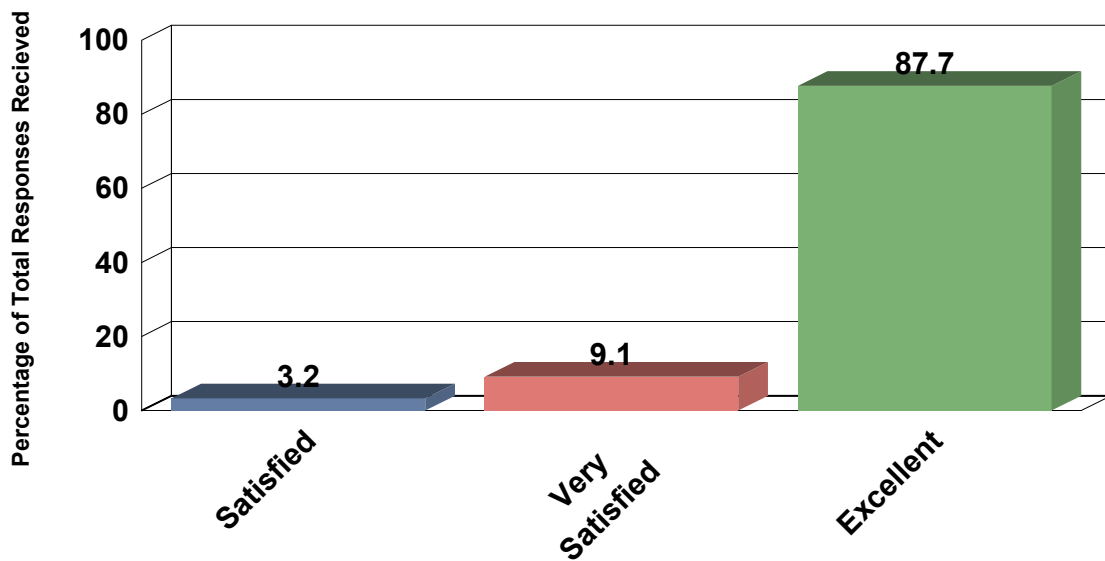


Service Ticket Number

Would You Like to Reopen Your Service Ticket?

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## How Would You Rate Your Overall Customer Experience?



Service Ticket Number	Comments/Suggestions
ST1535232	Did a great job! very pleased.
ST1608990	Ron Parrish and Allen Duong are excellent
ST1512132	Scott May was very prompt and friendly and successfully solved the problem
ST1537787	He provided timely help that did the trick -- and went beyond what was expected. Very nice of him.
ST1596982	Pam has always been superb anytime I've needed help at the Help Desk.
ST1586499	Scott did an excellent job.
ST1571835	A+
ST1576425	many thanks to Jossy, she delayed her lunch to help me out with getting the projector up and running for a meeting.
ST1550138	Jessie Jackson always performs computer/network services in an outstanding fashion. I commend Jessie for his customer service which he out performs any computer tech in my lifetime!!! Keep up the "Great Job"....Jessie!!! V/R R
ST1516624	It is a great pleasure to work with Karen.
ST1626913	Pam Davis is very good at providing excellent and timely service!
ST1550134	Total satisfaction related to all computer/network repairs...Thanks
ST1520932	THE CIT Desktop Support team does a wonderful job.
ST1590112	Consultant was prompt and very knowledgeable on requested procedure.
ST1544224	allen is the man!!
ST1634770	Pam Davis is consistently excellent in her support of our group!
ST1573972	It is a great pleasure work with Karen. She is really professioanal.

ST1594145	Keep up the excellent work!!
ST1614634	Karen is outstanding professional.
ST1585544	Scott May was extremely responsive to my last minute request. I realized that I would need this PC to work over the weekend and he completed the job so that I could. I appreciate his willingness to do this! Very nice, Very courteous, and Very responsiv
ST1611044	Excellent!
ST1538509	Thanks a lot to Ron
ST1560019	Very quick service. Thanks.
ST1602551	Pam is a Goddess on 2 feet!
ST1558567	Jossy was great. I had almost no down-time from a crashed hard drive and was able to recover all my needed data.
ST1521493	Scott May and Pam Davis provided wonderful customer service.
ST1545132	Thank You very much.....R.M.W.
ST1573389	Pam RULES!
ST1528528	EJ did an amazing amount of work in tracking down the cause of my problem. I really appreciate his efforts. In particular, I appreciate his complete explanation in the resolution field. Great work!
ST1536051	Thanks to Jesse for resolving my Blackberry Issues. I attend allot of meetings and My blackberry is very important to me to keep on schedule for customer contacts. Thanks again Joe
ST1553307	Thank you very much!!!
ST1556747	Pam does an excellent job. Please staff with more like her!
ST1633950	The high standard of service is continuous! I am grateful for the timely, courteous and accurate assistance I receive.
ST1618176	This was excellent servive by a competent person who answered all questions and did a great job!!! Thanks, Dan Young

ST1561751	Yes, i am glad we have someone like Ms. Vila on our team she always take care of my issues thanks for her.
ST1559443	Scott is the best, I am so glad he is part of your group.
ST1625095	Pam promptly came around and showed me how to save my document as a .mht instead of .html and I was able to open the document just as if it were an html document. Thanks Pam, you're the greatest!
ST1586623	Scott is very courteous and professional Julio
ST1610878	Great desktop support...
ST1541954	no additional comments
ST1564913	I submitted my request by email. It would be nice to get a response giving me some idea of when the issue was going to be addressed. I assume there is a 24 hour turn around time...but I've never been sure if I could depend on that. I submitted my reque
ST1518386	He knew what to do and accomplished it immediately without interrupting my busy work schedule. He's much appreciated here.
ST1529135	Excellent Customer support. Great trun-around on rebuild replacement PC. Great job oever all.
ST1594888	Our Desktop Support Team is the greatest! Especially Pam Davis - she always goes out of her way to support you.
ST1521936	Response time and customer service excellent.
ST1627660	Scott is ALWAYS very courtiuous, and makes sure the job is completed and conpleted correctly. Lets keep this one!!!
ST1585128	I would like to commend Ms. Davis service. She is always prompt, courteous and resolution is ALWAYS correct on the first resolution visit!
ST1627307	Response was quick and results were on the money!
ST1515810	I received excellent service, I didn't have my USB cord, however, once I got the consultant came back promptly and hooked it up. Thanks for such excellent service.
ST1550131	Outstanding job...
ST1632149	Receiving support from someone with such a pleasant attitude is a joy!

ST1535097	Quick Turn around even on a non-dell PC. Great work!
ST1618157	Thank you Pam for your continued OUTSTANDING support to Operator Services!!!! Keep Up the Great Work!
ST1537826	She did and outstanding job, thanks for having her in our work place.
ST1589599	Karen Botts worked cheerfully & tirelessly, trying different solutions until she found the cause of the printer failure; she is in the process of obtaining a new part to resolve the problem. Thanks!
ST1529441	At first I couldn't send Email, then, the email was disapearing, then another problem came up where the tech (Scott May) had to completely remap my email and he did a great job. then another error happened . . . as he mentioned this PC is due [NEEDS] to b